

Ayrshire and Arran NHS Board

Monday 29 January 2018



Transformational Change Improvement Plan - Public/Patient Engagement

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Sponsoring Director:

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Date: 4 January 2018

Recommendation

The NHS Board is asked to note the development of a public/patient engagement plan to support the delivery of the Transformational Change Improvement Plan and the actions that have been progressed to date.

Summary

An engagement plan has been created to support the delivery of the Transformational Change Improvement Plan. This engagement plan describes the phased approach we will take to communicating and engaging with public stakeholders, acknowledging that the types of conversations and the engagement required for success will happen in a variety of ways and will be owned by everyone who has a role to play in achieving the aims of the plan. A range of engagement activities are in train and the plan will evolve and develop to support the delivery of specific elements of the Transformational Change Programme.

Key Messages:

- The engagement plan takes into consideration principles and requirements of statutory and policy guidance on stakeholder engagement.
- An initial set of engagement objectives and 'key' messages have been agreed by stakeholders to inform four initial priorities for activities, which are currently in train.
- This plan will evolve and adapt to support individual elements of service change and the wider transformational service change agenda across the health and social care system.

Glossary of Terms

A&A	Ayrshire and Arran
AND	Assistant Nurse Director
CEL	Chief Executive Letter
FAQ	Frequently Asked Question
HSCP	Health and Social Care Partnership
IJB	Integration Joint Board
SHC	Scottish Health Council
SPOG	Strategic Planning and Operational Group
TLG	Transformation Leadership Group
UWS	University of West of Scotland

1. Situation

- 1.1 An engagement plan has been created to support the delivery of the Transformational Change Improvement Plan (outlined at Appendix 1). This paper gives an overview of the phased approach that will be taken to communicate and engage with public stakeholders, acknowledging that the types of conversations and the engagement required for success will happen in a variety of ways and will be owned by everyone who has a role to play in achieving the aims of the plan. A range of engagement activities are in train and the plan will evolve and develop to support the delivery of specific elements of the Transformational Change Programme.

2. Background

- 2.1 A range of legislation, guidance and standards have been developed to underpin the way public services involve and engage with communities. All of these emphasise the importance of designing and delivering public services in partnership with communities. The plan takes into consideration principles and requirements of a number of key documents, including:

- Chief Executive Letter CEL 4 (2010) 'Informing, Engaging and Consulting People in Developing Health and Community Care Services
- National Standards for Community Engagement (2016)
- The Patient Rights (Scotland) Act (2011)
- The Public Bodies (Joint Working) (Scotland) Act 2014 (includes 12 integration planning and delivery principles)
- Community Empowerment (Scotland) Act (2015)
- Gunning Principles (2015)
- Our Voice Framework (2016)

- 2.2 The plan also recognises that evidence of people's acceptance of the need for change is limited. We know that service change can be challenging and controversial for all stakeholders. This can be a product of the change itself and the extent to which proper, well designed consultation and engagement takes place. Patients and the wider public have historically been passive recipients of care and the Transformational Change Improvement Plan outlines the requirement for a fundamental philosophical shift in the mind set of all stakeholders. Any approach to consultation and engagement should draw on best practice and learning from successful approaches. The engagement plan acknowledges the breadth and depth of engagement activities that are already in train, ensuring that a health and social care system approach to engagement will support greater consistency and effectiveness.

3. Assessment

- 3.1 An Engagement Oversight Group has been established to co-ordinate public engagement activity across Ayrshire and Arran health and social care services (three Health and Social Care Partnerships and NHS Ayrshire & Arran) in support of delivery of the Transformational Change Improvement Plan. The group is also receiving support from the Scottish Health Council.

3.2 An initial set of engagement objectives and 'key' messages have been agreed by stakeholders to inform four initial priorities for activities. These being:

- Use of social media
- Local engagement within communities
- Engagement with citizens at point of care
- Engagement with young people

3.3 Progress has been made in each of the four priority areas in line with agreed timescales (Appendix 1). Highlights include:

- All engagement communication from Health and Social Care will be under a single banner (#CaringforAyrshire).
- A range of written resources have been developed and are in use by stakeholders (outlining model of care and using case studies to illustrate elements of the new/proposed model).
- Citizens are being actively encouraged to get involved in locality planning groups and the participation network.
- A social media campaign is in train highlighting the key messages and using the #CaringforAyrshire banner for all communications e.g. winter planning.
- A dedicated webpage has been developed for #CaringforAyrshire on the NHS Ayrshire & Arran website.
- Feedback from citizens e.g. engagement around the refresh of the Health and Social Care Partnerships Strategic Plans will inform engagement activities further.

3.4 Further activities are planned for Quarter 4 of (2017-18) to engage with young people via social media, using the outputs from this activity to strengthen the 'key' engagement messages and the case for transformational change. Individual engagement plans for specific service changes will also be developed to support meaningful citizen engagement and the delivery of transformational service change.

4.0 Recommendation

4.1 The NHS Board is asked to note the development of a public/patient engagement plan to support the delivery of the Transformational Change Improvement Plan and the actions that have been progressed to date.

Monitoring Form

Policy/Strategy Implications	Involvement of citizens in the design and delivery of health and social care services is a statutory and policy requirement.
Workforce Implications	None
Financial Implications	None
Consultation (including Professional Committees)	This work is being progressed in partnership with stakeholders (three Health and Social Care Partnerships)
Risk Assessment	Failure to engage effectively with citizens will negatively impact on the organisation's ability to demonstrate compliance with statutory and policy requirements.
Best Value <ul style="list-style-type: none"> - Vision and leadership - Effective partnerships - Governance and accountability - Use of resources - Performance management 	The delivery of effective citizen engagement will support the organisational objectives and the delivery of sustainable health and social care services.
Compliance with Corporate Objectives	Deliver transformational change in the provision of health and social care through dramatic improvement and use of innovative approaches.
Single Outcome Agreement (SOA)	Not required
Impact Assessment Not required as internal document.	

Transformational Change Improvement Plan Public/Patient Engagement Plan

Version: 1.5 August 2017
Review: March 2018
Author: A Moore
Final approval: CEO

1.0 Introduction

- 1.1 This engagement plan has been created to support the delivery of the Transformational Change Improvement Plan, which sets out a framework for Ayrshire and Arran health and social care services to plan for the transformative change that will deliver health and social care designed to meet the needs of the local population in to 2020 and beyond. This engagement plan describes the phased approach we will take to communicating and engaging with public stakeholders, acknowledging that the types of conversations and the engagement required for success will happen in a variety of ways and will be owned by everyone who has a role to play in achieving the aims of the plan. The outlined approach to engagement is positioned in such a way as to ensure there is good public awareness and acceptance of the need for change.
- 1.2 The engagement plan recognises the requirement to work in collaboration with partners (particularly the three Health and Social Care Partnerships/IJBs) to ensure that there is co-ordinated and consistent messaging and approaches to engagement, avoiding duplication and securing consensus for the overall strategic direction of travel, mobilising action and increasing the pace of change across health and social care.

2.0 Involving People

- 2.1 A range of legislation, guidance and standards have been developed to underpin the way public services involve and engage with communities. All of these emphasise the importance of designing and delivering public services in partnership with communities. This plan takes into consideration principles and requirements of a number of key documents, including:
- CEL 4 (2010) 'Informing, Engaging and Consulting People in Developing Health and Community Care Services
 - National Standards for Community Engagement (2016)
 - The Patient Rights (Scotland) Act (2011)
 - The Public Bodies (Joint Working) (Scotland) Act 2014 (includes 12 integration planning and delivery principles)
 - Community Empowerment (Scotland) Act (2015)
 - Gunning Principles (2015)
- 2.2 We recognise and acknowledge that partners across Ayrshire and Arran are fully committed to the principles (outlined above), which already inform a range of engagement activity. This plan aims to build on and harness the existing good practice across Ayrshire and Arran, in pursuit of delivery of the Transformational Change Improvement Plan.
- 2.3 This plan also recognises that evidence of people's acceptance of the need for change is limited. We know that service change can be challenging and controversial for all stakeholders. This can be a product of the change itself and the extent to which proper, well designed consultation and engagement takes place. Patients and the wider public have historically been passive recipients of care and the Transformational Change Improvement Plan outlines the requirement for a fundamental philosophical shift in the mind set of all stakeholders. Any approach to consultation and engagement should draw on best practice and learning from successful approaches.

3.0 Engagement Objectives

3.1 The Transformational Change Improvement Plan outlines a vision for Ayrshire and Arran where people live longer, healthier lives at home or in a homely setting (in line with 2020 vision) with the aim to provide high quality integrated health and social care services that have a focus on prevention, early intervention and supported self-management. There is a need to describe what care will look like for people in the new landscape of health and social care.

3.2 The *Creating a Healthier Scotland* national conversation highlighted a public demand for real change in six broad areas:

- Supporting people to lead healthier lives – with more work on prevention, health education and promotion of individual life-style change;
- Supporting wellbeing and better connected communities – with a focus on early intervention and parity between mental and physical health services;
- Making even greater strides in person-centred care – with people more involved in decision making and a greater focus on supported self-management;
- Providing responsive and seamless journeys of care – with easier access to services and integration across primary and secondary care as well as across health and social care;
- More focus on social care and caring – better information about entitlement, more support at home, support for unpaid carers and better recognition for those working in social care; and
- Addressing pressures and priorities in the system – getting better at workforce planning and development, looking at targets and outcomes and taking challenging decisions about funding.

These findings are congruent with the vision outlined in the Transformational Change Improvement plan and offer an opportunity for framing local engagement from the perspective of people and the benefits that they will experience as a result of the actions we propose to take in the future, whilst recognising the public's attachment to 'much loved' health and social care services.

3.3 The objectives of this plan are as follows:

- Communicate the priorities set out in the Transformational Improvement Plan, generating awareness of the direction of travel and helping people to understand the drivers for change;
- Demonstrate the positive impact of evolutionary change through narrative where we have improved services and achieved better care/quality.
- Outline through narrative the benefits and opportunities offered by new/emerging models of care in the context of incremental improvement.
- Engage effectively with our stakeholders, encouraging and facilitating two way communication and a cultural shift towards citizen ownership of wellbeing.
- Support those who have a role to play in achieving the outcomes described in the Transformational Change Improvement Plan to communicate and engage effectively with the public (working in collaboration with partners).
- Meet the requirements of national engagement legislation/guidance for specific services changes.

4.0 Engagement (commencing September 2017)

- 4.1 It is proposed to establish an ongoing programme of engagement, using a range of engagement approaches to secure meaningful dialogue with Ayrshire and Arran citizens. Information will be provided in a format that promotes understanding of the future design and delivery of health and social care. We will support consistent messaging and engagement through partnership working with Health and Social Care Partnerships (acknowledging the significant engagement activity that is ongoing across HSCPs). Staff engagement will be critical to success and a programme of engagement with health and social care staff is already underway to encourage 'point of care' conversations with patients, families and carers that will support the delivery of the Transformational Change Improvement Plan.
- 4.2 Engagement will take a balanced approach – that NHS Ayrshire and Arran is focused on providing the best possible care and that, while we are moving to a model that provides care as locally as possible, we will also be asking people to accept that for some services this will look different. We will work closely with the Scottish Health Council to ensure that engagement around specific service changes are in line with best practice and the requirements of national guidance.
- 4.3 The initial set of high level engagement messages is outlined below. It is recognised that these messages will evolve through partnership working and feedback from citizens, with bespoke messages being developed for specific audiences and/or service change. We will ensure that local engagement is congruent with national messaging.

We will describe our approach to future care delivery through narrative, developing resources that will include case studies, stories, digital animation and info-graphics, as well as more traditional written and on-line materials e.g. FAQs.

Key Messages:

- Over the years the NHS Ayrshire and Arran has continually adapted and developed as a result of new health challenges and better ways of working.
- Many of the citizens of Ayrshire and Arran are living much longer lives and that means our health and social care services need to evolve to make sure they can look after more people and in better ways.
- Given the demands on health and social care services, we need up-to-date ways of doing things in order to meet the growing needs of the people of Ayrshire and Arran.
- Our health and social care services are finite resources and we need to live within our means.
- We need to provide existing and new services in better ways, providing the best quality care. We need to look after people in ways that are affordable and make best use of the healthcare workforce, their skills, and resources.
- Advances in medical treatment and technology mean we can now deliver increasingly specialised services for conditions that were unknown or untreatable when the NHS was first created 70 years ago. Locally-based services will continue to provide the routine community and hospital care, and

more specialised services will be delivered in centres of clinical excellence within regions or, in some cases, at a national level. This will mean Ayrshire and Arran patients get access to the best clinical expertise.

- Health and social care services will continue to adapt to ensure they meet the needs of people and go on delivering long into the future.
- We want to build on the excellent care already provided. We will do this by working with partners across health and social care to speed up the developments needed, ensuring we focus resources in ways that allow us to develop the best services to meet people’s needs as close to home as possible.
- Our health and social care staff are highly skilled and dedicated people who work hard to deliver care in a way that allows them to provide the very best care and treatment within the resources available.
- We all have a role to play in supporting Ayrshire and Arran health and social care services. By doing what we can to look after our own health and wellbeing we can make sure services are there for when we really need them.

4.4 We will use the overarching model of care info graphic outlined in the Transformational Change Improvement Plan to outline the future delivery of health and social care. This will support a consistent approach to messaging, allowing engagement around specific elements of the model in the context of the ‘whole’.

5.0 Phase 1 – Engagement

5.1 Initial citizen engagement activity will focus on four key areas as outlined below (please refer to Appendix 1 for detailed action plan).

Area of Activity	Key Actions
Social Media	<ul style="list-style-type: none"> • Develop digital resources around key messages / overarching model of care including the use of animation, videos and info graphics. • Deliver planned programme of engagement via social media (facebook and twitter), including case studies and stories, weekly blog and twitter chat round key topics. • Develop discussion forums.
Local engagement via HSCPs	<ul style="list-style-type: none"> • Establish oversight group to ensure all planned engagement is consistent, complimentary and ‘whole’ system in approach. • Use HSCP engagement structures (e.g. locality planning groups) and existing planned activity (e.g. HSCP strategic plans) to engage with citizens around key messages/ overarching model of care and specific elements of service change. • Develop feedback mechanisms to inform the ongoing development of the Transformational Change Improvement Plan.

Area of Activity	Key Actions
Engagement with patients at point of care (secondary services)	<ul style="list-style-type: none"> • Develop resources around key messages/ overarching model of care for engagement with patients accessing secondary care services. • Deliver a planned programme of engagement at point of care and via the NHS Ayrshire and Arran Participation Network including point of care engagement, focus groups and a variety of feedback mechanisms. • Bespoke engagement will be planned for specific elements of service change.
Engagement with young people	<ul style="list-style-type: none"> • Develop specific digital resources around key messages / overarching model of care to engage with young people • Deliver a planned programme of engagement for young people (e.g. via Ayrshire College).

5.2 Engagement around the Transformational Change Improvement Plan will be a continuous and iterative process and a formative approach to evaluation of engagement activities will inform future engagement planning and engagement around specific elements of service change. The proposed oversight group will develop evaluation methodologies with the support of the Scottish Health Council.

Appendix 1 - Engagement Plan (Phase 1 – Action Plan)

Engagement Activity	Actions	Responsible officer	Progress (Dec 2017)
Infrastructure/governance	<ul style="list-style-type: none"> Establish oversight group to co-ordinate engagement activity across HSCPs/Acute Services (including planning leads, comms leads and SHC) Link citizen engagement activity with staff engagement activity to ensure congruence of approach Agree oversight and reporting arrangements for engagement activity (TLG and SPOG) Secure resources and service support for delivery of the engagement plan Develop formative evaluation methodologies 	<p>Assistant Nurse Director (AND)</p> <p>Assistant Nurse Director</p> <p>Assistant Nurse Director</p> <p>Assistant Nurse Director</p> <p>Oversight Group</p>	<ul style="list-style-type: none"> Oversight Group established and meeting every six weeks Staff Engagement Lead member of Oversight Group Universal resources developed and in use under the banner #CaringforAyrshire
Resource Development	<ul style="list-style-type: none"> Agree and refine key messages with partners Develop overarching model of care info graphic for use in conjunction with key messages Develop an initial range of written/visual/audio visual resources around key messages / overarching model of care Develop an initial range of digital resources around key messages/overarching model of care Develop mechanism for the ongoing capture of case studies and experiences 	<p>Oversight Group NHS Comms Manager</p> <p>Comms Manager/ AND</p> <p>Comms Manager/ AND</p> <p>Comms Manager/ AND</p>	<ul style="list-style-type: none"> Key messages and model of care info-graphic agreed by all stakeholders Written materials developed and distributed Social Media campaign in train Patient Story framework developed
Social Media	<ul style="list-style-type: none"> Deliver planned programme of social media engagement around key messages / overarching model of care Secure leadership support for specific social media activities including: <ul style="list-style-type: none"> Weekly blog Planned twitter debates Discussion forums 	<p>AND/Comms Manager</p> <p>AND</p>	<ul style="list-style-type: none"> Social Media Campaign in train Dedicated webpage on NHS A&A public site Case studies developed to highlight aspects of model of care

Engagement Activity	Actions	Responsible officer	Progress (Dec 2017)
Local engagement via HSCPs	<ul style="list-style-type: none"> • Oversight group to consider Transformational change Improvement Plan/ overarching model of care/ key messages and congruence with HSCP strategic plans to ensure 'whole' systems support • Oversight group to consider existing planned HSCP engagement activity and agree any additional activities and support required from Acute Services • Oversight group will develop specific engagement plans for service changes on a case by case basis • Feedback mechanism to be developed and tested • Oversight Group will link with regional and national engagement activities to ensure a consistency of approach 	<p>Oversight Group</p> <p>Oversight Group</p> <p>Oversight Group</p> <p>Oversight Group Oversight Group</p>	<ul style="list-style-type: none"> • Stakeholder engagement activities being linked to #CaringforAyrshire 'brand' • Feedback mechanism via oversight group in place • Oversight Group linking with regional/national comms
Engagement with patients at point of care (secondary services)	<ul style="list-style-type: none"> • Deliver a planned programme of engagement at point of care and via the NHS Ayrshire and Arran Participation Network including point of care engagement, focus groups and a variety of feedback mechanisms • Secure service/leadership support for engagement activities • Feedback mechanism to be developed and tested • Link with Oversight Group to ensure 'whole' systems approach • Bespoke engagement will be planned for specific elements of service change in line with national requirements 	<p>AND/Service Leadership</p> <p>AND</p> <p>AND</p> <p>AND</p> <p>AND</p>	<ul style="list-style-type: none"> • Initial engagement activity in train • Stakeholder engagement for specific elements of service change

Appendix 2 – Caring for Ayrshire Leaflet and Case Studies

All of our publications are available in different languages, larger print, braille (English only), audio tape or another format of your choice.

Wszystkie nasze publikacje są dostępne w różnych językach, dużym drukiem, brajlem (tylko w wersji angielskiej), na taśmie dźwiękowej lub w innym formacie Twojego wyboru.

我們所有的印刷品均有不同語言版本、大字體版本、盲文（僅有英文）、錄音帶版本或你想要的另外形式供選擇。

كافة مطبوعاتنا متاحة بلغات مختلفة وبالأحرف المطبعية الكبيرة و بطريقة بريل الخاصة بالمكفوفين (باللغة الإنكليزية فقط) و على شريط كاسيت سمعي أو بصيغة بديلة حسب خيارك.

Tha gach sgrìobhainn againn rim faotainn ann an diofar chànanan, clò nas motha, Braille (Beurla a-mhàin), teip clàistinn no riochd eile a tha sibh airson a thaghadh.

हमारे सब प्रकाशन अनेक भाषाओं, बड़े अक्षरों की छपाई, ब्रेल (केवल अंग्रेज़ी), सुनने वाली कसेट या आपकी पसंदनुसार किसी अन्य फॉरमेट (आरूप) में भी उपलब्ध हैं।

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ہماری تمام مطبوعات مختلف زبانوں، بڑے حروف کی چھپائی، بریل (صرف انگریزی)، سنے والی کست یا آپ کی پسند کے مطابق کسی دیگر صورت (فارمیٹ) میں بھی دستیاب ہیں۔

ਸਾਡੇ ਸਾਰੇ ਪਰਚੇ ਅਤੇ ਕਿਤਾਬਚੇ ਵਗੈਰਾ ਵੱਖ ਵੱਖ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਬ੍ਰੇਲ (ਸਿਰਫ਼ ਅੰਗਰੇਜ਼ੀ) ਵਿਚ, ਆਂਡੀਓ ਟੇਪ 'ਤੇ ਜਾਂ ਤੁਹਾਡੀ ਮਰਜ਼ੀ ਅਨੁਸਾਰ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੇ ਹਨ।



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Name _____

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Comment _____

Last reviewed: August 2017
Leaflet reference: MIS17-174-CC

Health & Social Care Partnership



South Ayrshire health & social care partnership

NHS
Ayrshire & Arran

Caring for Ayrshire

Find out more about the improvements we are making to Ayrshire and Arran's health and social care system and how you can get involved.



#caringforayrshire

Email: caringforayrshire@aaapt.scot.nhs.uk

All our publications are available in other formats



Health and social care services across Ayrshire and Arran have continually adapted and developed to meet the growing needs of the people of Ayrshire and Arran. We know that people are living longer, and this means our health and social care services need to evolve to make sure we can support people effectively in the future.

Over the coming months, we will be engaging with people in Ayrshire and Arran to talk about improvements to health and social care services and find out what you think. Your views will help to develop services that are fit for the future.

We all have a role to play in supporting Ayrshire and Arran health and social care services. By doing what we can to look after our own health and wellbeing, we can make sure services are there for when we really need them.

What will the improvements to health and social care services look like?

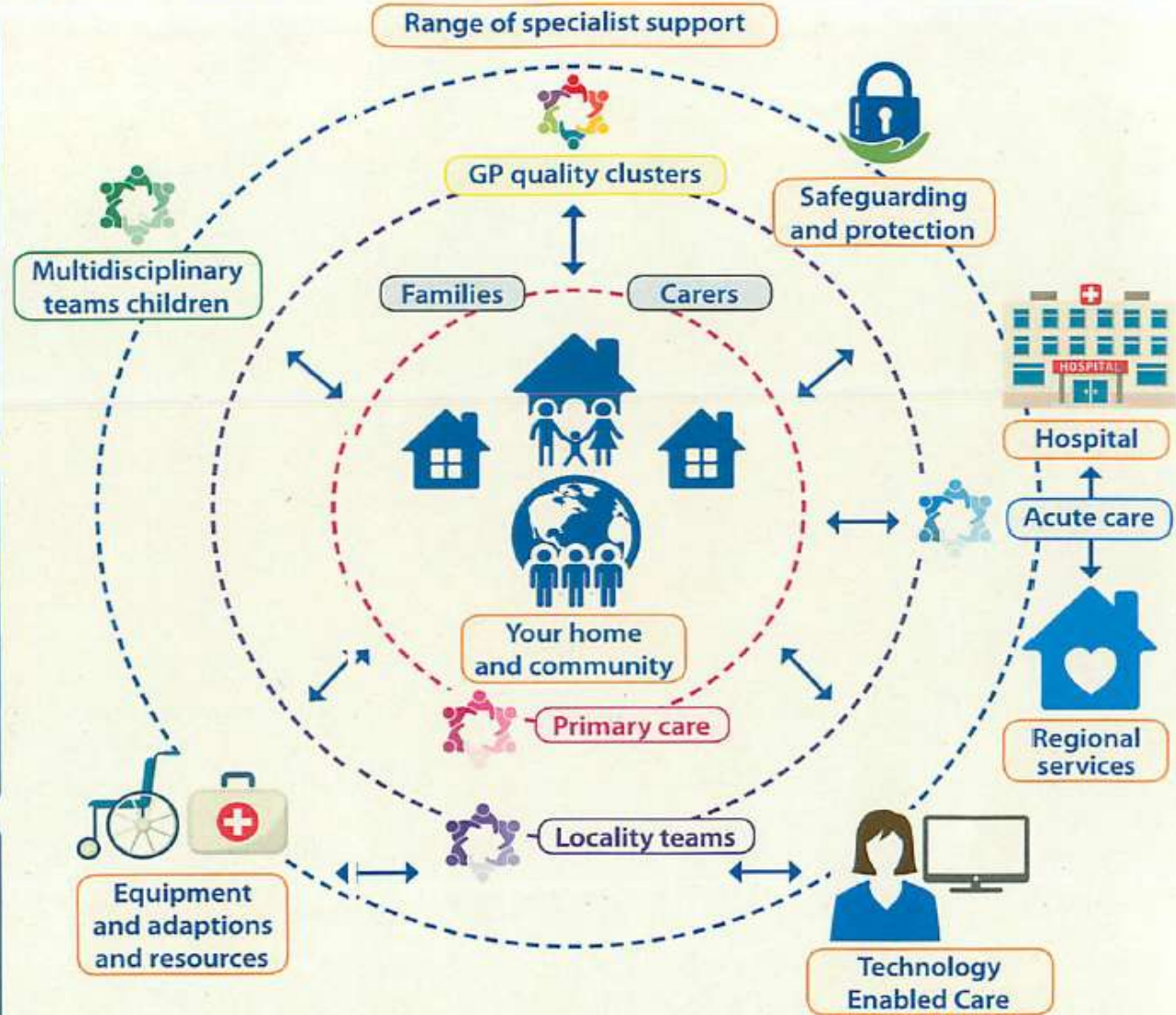
Ayrshire and Arran health and social care services (including NHS Ayrshire & Arran, the three health and social care partnerships, local authorities, third and independent sector organisations and the Scottish Ambulance Service) have been working together for some time to create an integrated health and social care service model. This model looks at all aspects of health and social care from birth, to end of life, and puts you at the centre of care.

We will continue to support people, families and carers to be in control of their own health and wellbeing, providing the right level of care that is more anticipatory of need and delivered closer to home where possible. Increasingly specialist support will be delivered within the community, with access to specialist hospital services being available and delivered within centres of excellence.

You can see an image of how the model looks in the centre pages of this leaflet.

Ayrshire and Arran's integrated health and care system

- Community**
 - Family, friends and neighbours
 - Clubs and leisure centres
 - Parks
 - Churches
 - Shops
 - Community centre and libraries
- Primary care**
 - GPs
 - Pharmacy
 - Opticians
 - Dentists
- Locality team**
 - District nurses
 - CPNs
 - AHPs
 - Pharmacists
 - Community Connectors
 - Social workers
 - Health visitors
 - Third sector services
 - Care home
- Specialist support**
 - Complex care teams
 - Mental health
 - Children's services
 - Learning Disability Services
 - CAMHS



How to get involved

It is important that you share your ideas of what you think our health and social care system should look like. This will ensure we are able to develop services that are fit for the future, while ensuring the person is always at the heart of care.

You can get involved in a number of ways. Over the coming months, we will be hosting events encouraging members of the public, staff and other stakeholders to share their ideas on how we can develop and improve our services. Look out for details.

You can also receive information and engagement opportunities by joining the Participation Network. The Participation Network is a virtual group of patients, carers, members of the public and community groups that have an interest in learning about and improving local health and care services.

There are 18 local planning groups across Ayrshire. To get involved in your local group, contact the Participation Network.

Being a member of the Participation Network for health and care allows you to receive up-to-date information about the health and care services that matter to you. You will also have the opportunity to give your views,

as well as find out about the various ways you can give your time to help us put people and communities at the heart of our local NHS and social care services.

To find out more about the Participation Network, visit <http://www.nhsaaa.net/11406.aspx> or email us at ParticipationNetwork@aapct.scot.nhs.uk.

You can also tell us what you think or ask a question in a number of ways:



Telephone: 0800 169 1441



Email: caringforayrshire@aapct.scot.nhs.uk



Address: Freepost RRRZ-TYRA-LGCT,
NHS Ayrshire & Arran, Caring for Ayrshire,
Eglinton House, Ailsa Hospital Dalmellington Road,
AYR KA6 6AB





EAST AYRSHIRE
Health & Social Care
Partnership



south ayrshire
health & social care
partnership

NHS
Ayrshire
& Arran

Find out more about the improvements we are making to Ayrshire and Arran's health and social care system.

Over the coming months, we will be using anonymised patient, carer and family experiences to focus on the different parts of the Ayrshire and Arran integrated health and social care system. These stories will paint a picture of the increasing focus on ensuring people receive the right care, in the right place, at the right time. Where possible this care will be delivered as close to home (or a homely setting) in a person-centred way, and will enable people to take control of their own wellbeing.

This particular patient story focuses on an older person who required a **period of support** following a brief admission to hospital.

Mrs Smith was admitted to University Hospital Ayr with a chest infection. In her 80s, Mrs Smith used a walking stick to get around, although she was mobile and independent despite a number of chronic health complaints.

She was expected to be in hospital for around 48 hours so that she could receive antibiotics through a drip, and arrangements for her discharge were started when she was first admitted.

Older people who are confined to bed in hospital can rapidly lose their functional abilities, and so there was a real focus on facilitating her discharge as soon as she was medically fit to go home.

Mrs Smith's illness had made her less steady on her feet and she was frightened of falling. A member of the Intermediate Care Team assessed as needing a **period of support**. She was discharged home after 48 hours, and she was given a programme of support to enable her to remain independent and mobile. This included an exercise programme devised by a physiotherapist and delivered by care assistants three times per day.

Mrs Smith also received a few days of help with meals and personal care. A rail was also fitted in her shower and a trolley was ordered to allow Mrs Smith to move items round the house safely. After a period of ten days, Mrs Smith was able to function independently and no longer needed the support of the intermediate care team.

#caringforayrshire



M157-183-CC

Email: caringforayrshire@aapct.scot.nhs.uk

All our publications are available in other formats



EAST AYRSHIRE
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Partnership**



south ayrshire
health & social care
partnership



Find out more about the improvements we are making to Ayrshire and Arran's health and social care system.

Over the coming months, we will be using anonymised patient, carer and family experiences to focus on the different parts of the Ayrshire and Arran integrated health and social care system. These stories will paint a picture of the increasing focus on ensuring people receive the right care, in the right place, at the right time. Where possible this care will be delivered as close to home (or a homely setting) in a person-centred way, and will enable people to take control of their own wellbeing.

This particular patient story focuses on a person with complex care needs whose needs were met in a more planned way with the support of their family doctor (GP) and other members of the locality team.